



This Week in Terminal September 15, 2006

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[Last Chance for On-line Employee Attitude Survey \(EAS\)](#)

A reminder that you have through COB September 18 to complete the 2006 EAS at: <http://www.keysurvey.com/survey/120382/1056/>

It takes less than 45 minutes to fill out (Jerry Lavey says it took him 20 minutes). The specific issues covered by this survey include: (1) leading and managing performance, (2) resolving conflicts, (3) recognizing and rewarding performance, and (4) enhancing communications. Also, there are several new questions about pay system fairness, and beliefs about pay for performance due to employee feedback that we needed more questions on this issue.

[Branding Order Goes into Effect](#)

(Source: ATO Online)

September 12, 2006 --With the signing of the new branding order, Administrator Marion Blakey is making good on a promise to enhance the public image of the FAA.



Blakey signed the order Sept. 11. But her focus on identifying the FAA as a professional organization dates back to her first days on the job, when she told an interviewer that she thought the FAA brand was “undervalued.”

Bolstering the FAA's public image with a strong visual image — the FAA logo — is no different from what major companies do for their products and employees, said Phyllis Preston, communications services manager. “Think of McDonald's Golden Arches. It evokes a thought,” Preston said. “All good companies have strong visual images. They do everything they can to maintain the integrity of the image. Hopefully, the FAA logo will evoke a positive image about the work we do.”

The branding guidelines on the [employee website](#) have been tweaked over the past year as branding officials responded to employees' concerns about a variety of issues, particularly those surrounding business cards, PowerPoint presentations, and how to access the FAA logo.

[ATO News](#)

[Focus: Model Workplace](#)

[No Big Deal](#)

(Source: Viscount Thurston)

Have you ever thought about how the word “issue” has become a commonplace of our work environment? It shows up in meetings and on PowerPoint slides. It can be something

we “work on” or something we “work out.” Linger issues seem to take on a life of their own.

And yet ... issues do not exist. That is, issues do not exist like stars exist and DNA exists. The only way an issue becomes an issue is when we say it is an issue. Many times we forget that issues are things we create, unless, of course, we are talking about someone else's issues! We tend to view our issues as “real” issues, while we can ask others: “Why are you making such a big issue out of this?”

We will always make issues out of things, but the insight to take from the question is one of degree. In other words, will we make it a big issue, a hot issue, a small issue, a “back-burner” issue, a tough issue, an insurmountable issue or – upon reflection – no big deal?

Along this line, Kim Allen (HeartMath Institute) has some insights designed to reduce the stress we generate around our issues:

Stress levels are directly proportional to how much significance we assign an issue. And how significant something becomes is directly proportional to the amount of emotional energy we give it.

When we make a big deal out of something, our emotional investment can distort perception and our actions and reactions to people and events easily become magnified. How often do we spend our precious energy replaying the events, creating self-doubt and working ourselves into even more emotional turmoil over the little stuff? The issue may be important, but is the energy investment worth the crash when the game is over?

There is a fine line between simply brushing things off with an irresponsible attitude and intelligently taking some of the significance out. People who do well under pressure are often more efficient with where they place their emotional energy. They know how much to give or not to give something and are able to respond in a more balanced, appropriate way. They just don't make things OVERLY SIGNIFICANT.

We can all learn to save our emotional energy for the things that really do require it.

Indeed it is a fine line between irresponsibly brushing things aside and intelligently reducing the significance of an issue. However, given what is at stake in terms of stress levels, it is a line worth walking.

It's a cool morning here in Washington, DC. The rain we've been having the past few days has finally let up. I'm thinking I'll go to the beach tomorrow. Maybe I can make up a little for all the weekends I didn't make it the past few months – and give my issues a rest. For most of them, there's nothing like an ocean to help me say: “It's really no big deal.”

REMINDERS

Security Awareness Training: (due by September 30, 2006)

FAA Order 1600.69B requires annual facility security awareness briefings for all employees assigned to FAA facilities. This requirement can be met by taking the ASH SAVI electronic briefing. COTR's may require FAA contractors to complete the course where it makes sense to do so. ASH would encourage this course particularly when contractors share FAA workspace or visit FAA facilities regularly.

ATO Federal Employees:

Annual training requirements are for both **ISS SAVI** and the **ASH SAVI**.

For the ISS SAVI training, there are two options for federal employees: one option is to take the training at www.savi.faa.gov (please provide a copy of your completion certificate to your learning coordinator) and the other option is to take the ATO ISS training on the eLMS website (course # 01014). eLMS will automatically record your ATO ISS training on your learning plan.

ASH SAVI training website:
<https://ash.savi.faa.gov> Please provide a copy of your completion certificate to **your learning coordinator**.

ATO Contractors: ATO ISS training is required. Please go to:
<http://intranet.faa.gov/faaemployees/org/linebusiness/ato%5Fonline/ato%5Fissp/issp%5Fcertification/educ%5Faware/media/index.htm>

Please fax a copy of your completion certificate to Brenda.Pinnix@faa.gov and provide a copy to your learning coordinator.

ASH SAVI - Contractors may take this course when required by their COTR, however ASH encourages all contractors to participate.

Extension for Privacy Awareness Training

The deadline to complete Privacy Awareness training has been extended to the last business day of the calendar year – December 29, 2006.

The broadcast message on this training was sent on August 4, 2006. The course should already be listed on your learning plan in eLMS and ready for you to launch the training.

If not, please review this website:
<http://www.dot.gov/privacy/training.html>

CruArt Compliance Helpful Hint

(Source: Christine Hoffman)

Sick and Annual Leave hours need to be coded in CruArt in 15 minute increments. If it is not recorded in 15 minute increments, Castle will change the leave hours to the nearest 15 minute mark. This results in unbalanced LDR and T&A leave data, processing of LDR ceases in CASTLE and all LDR data charges to "no project".

Example: If an employee is scheduled for annual leave at 2:00 pm and they sign out

at 2:12, they need to manually change the time they are signing out from 2:12 to 2:15.

Fix: On the sign out screen in CruArt, the employee may Accept or Change the time. The employee should change the time to a 15 minute increment (note: you may only sign out 15 minutes into the future). Employees are not able to stay past the end of their shift unless the manager signs a TOS.

- **Alternate Fix:** The timekeepers should review the timecards daily and make any corrections to the sick or annual leave that area coded incorrectly.
- **System Fix:** There are discussions about putting a business rule in Cru-Art that would inform the employee to sign out in 15 minute increments.

NOTE: There is an ART Resource Center web page which contains a link to a document of known issues and the workarounds for each problem. The link to this site is:
<http://cru-x.faa.gov/ART/>

Available Sources of Information

Via EMAIL

This Week in Terminal (weekly on Fridays)
 FAA broadcast email messages (variety of subjects from AOA-1, ATO-1, etc)
 ATO Leaders Report (sent out to ATO managers bi-weekly and linked to ATO-Online)

WEBSITES

ATO Online (<http://ato.faa.gov/>) (with links to other FAA sites)
 FAA employee site (<http://employees.faa.gov>)
 ATO Today (one pager updated daily linked to ATO-Online)
 Employee Express
www.employeeexpress.gov)
 Focus FAA
<http://employees.faa.gov/news/focusfaa/>) (bi-weekly online magazine for all FAA employees)

PHONE NUMBERS

1-800-FAA-News (weekly phone number from Russ and ATO VP's)

NBC Payroll Hotline

With the Department of Transportation's (DOT) successful migration of our payroll system and services to the Department of Interior's National Business Center (NBC) in Denver, Colorado, the process for employees to request assistance with payroll matters has changed. As a reminder, if you have any questions concerning your pay or leave (e.g., salary payment, leave balance, savings bonds, W-2 address, electronic direct deposit to your bank account, special allotments, tax withholding, deductions for benefits, Thrift Savings Plan (TSP), payroll debts, etc.) your point of contact is the NBC Payroll Hotline at 1-800-662-4324. The hotline is open from 8:00 a.m. to 7:30 p.m. Eastern Time, Monday through Friday.

NBC's Payroll Hotline staff is committed to responding to your questions within 24 hours of your initial contact. They may not be able to solve your problem or answer your question in that time frame, but they will contact you and indicate how and when they expect to answer your question. In some cases, questions or issues may require additional research or other efforts to resolve satisfactorily.

NBC is committed to resolving payroll concerns in a timely fashion and has an internal tracking system for all calls they receive. They also have their own internal process for escalating calls if you do not receive a satisfactory response. The DOT Office of Financial Management continually monitors reports from NBC's system to ensure that DOT employees receive timely, high quality service from NBC.

Sincerely,

**Bruce Johnson, VP
ATO-Terminal Services**